CITY OF VANCOUVER

ADMINISTRATIVE REPORT

Report Date:	April 16, 2007
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Meeting Date:	May 17, 2007

TO: Standing Committee on City Services and Budgets

FROM: Director of Social Planning

SUBJECT: 2007 Civic Childcare Grants - Allocation 1 of 3

RECOMMENDATION

A. THAT Council approve an Administration of City-owned Childcare Facilities grant of $109,242 to Vancouver Society of Children's Centres (VSOCC); source of funds: 2007 Civic Childcare Grants.

B. THAT Council approve a City-wide Childcare Support Services grant to Westcoast Child Care Resource Centre totalling $264,000 to assist with support services as listed in this report; and that payment be made in two instalments; source of funds: 2007 Civic Childcare Grants Funds, 2007 Operating Budget.

GENERAL MANAGER'S COMMENTS

The General Manager of Community Services RECOMMENDS approval of A and B.

COUNCIL POLICY

In 1990, Council approved the Civic Childcare Strategy that set out to:

- support the viability, accessibility and quality of existing child care services;
- assist child care initiatives in high need areas;
- encourage and support efficient, coordinated administrative services required for a child care system in Vancouver to lever other sources of child care funding, whenever possible.

Council established the annual Civic Childcare Grants Program on October 23, 1990, as part of the Civic Childcare Strategy. The overall objectives of this grant program are:

- to support the viability, accessibility and quality of existing child care services;
- to assist child care initiatives in high need areas;
- to encourage and support efficient, coordinated, administrative services required for a child care system in Vancouver;
- to lever other sources of child care funding, whenever possible.

In December, 1994, Council approved a report outlining the goals, objectives and scope of operations for the Vancouver Society of Children's Centres.

In April, 2002, Council approved "Moving Forward Childcare: A Cornerstone of Childhood Development", which set out a strategic plan for the integration of child care and child development services within a hub framework for the City.

In January, 2005, Council approved the appointment of Westcoast Child Care Resource Centre as the operator for the #1 Kingsway Child Development Hub.

On Feb. 27, 2007, Council approved the 2007 Operating Budget with a 2% cost of living increase for a total budget of $1,096,800 for Civic Childcare Grants.

Approval of grant recommendations requires eight affirmative votes.

PURPOSE

The purpose of this report is to recommend approval of:

- One Administration of City-owned Childcare Facilities grant totalling $109,242;
- One City-wide Childcare Support Services grant to be paid in two instalments, totalling $264,000.

BACKGROUND

Child care is important for the following reasons:

- Supports the labour force participation of parents.
- Benefit and cost analysis indicates that good child care can generate at 2-for-1 return, producing $2 in benefits for every $1 in new spending.
- Estimated contribution to the Gross Domestic Product of mothers with young children now in the labour force is estimated at $53B, about 5% of the GDP

Child care is funded primarily by parents' fees, which cover between 85-90 % of the costs. The mandate for legislation, policy and regulation rests with the provincial government. The provincial government also contributes a small percentage of funding to assist with operating costs.

Councils, since the 1980's have participated in supporting child care as a critical service to families and the economy through local policy, social infrastructure and grants. The 1990 Civic Child Care Strategy outlined three principles that have guided City involvement: quality, affordability and accessibility.

The two organizations discussed in this report support achievement of these principles in Vancouver's child care and child development system.

1. Vancouver Society of Children's Centres (VSOCC)

The Vancouver Society of Children's Centres (VSOCC) was established to manage the City owned/leased child care facilities in the Downtown which have been developed as part of the public amenities process. Council approved the goals, objectives and scope of operations for VCOCC in 1994. The overall mission of VSOCC is "to design, develop and deliver an integrated and comprehensive continuum of high quality child care and family services that reflect community, family and children's values, needs and interests".

The Administration of City owned Facilities Grant category was established to offset the administrative costs of the Society and to help support the Society's work which includes the management of six City-owned/leased facilities, community consultation on the planning of new centres, evaluation of administrative structures and programs, and development of innovative service delivery options.

An annual grant has been approved to VSOCC since 1994.

VSSOC currently has a budget of $4.7 million, manages six facilities with 335 spaces, employs 76 full-time equivalent staff and is supported by 70 volunteers.

2. - Westcoast Child Care Resources Centre (Westcoast)

Westcoast Child Care Resource Centre is a Vancouver-based, not-for-profit, charitable organization providing child care and child development services for families, practitioners, organizations and others, in Vancouver and province-wide. The City provided leadership and funding in the development of Westcoast Child Care Resource Centre's services in the early 1990's.

Westcoast programs and services focus on creating and sustaining "Healthy Children, Healthy Families and Healthy Communities" within a strong network of high quality early childhood and child care services that address the full spectrum of needs and interests of families with children aged 0 - 12 years. Westcoast provides direct services to families in Vancouver as well as supports, consultation, resources and training for child care and child development practitioners. The Province began funding of Westcoast in early 1990's, enabling expansion of these serves province-wide. The society has a budget of approximately $ 1.7 million, employs 36.5 full-time equivalent, and 18 part-time staff.

The City has provided annual grants to Westcoast through the City-Wide Childcare Support Services grant category since 1992. This grant helps to support:

- Information and referral services for parents needing child care;
- Information, consultation and training regarding ESL, multicultural and diversity issues in child care settings;
- Ongoing in-service training and networking opportunities; and
- Information and resource materials for those designing, building and operating child care services.

DISCUSSION

1. Administration of City-owned Childcare Facilities Grant: VSOCC

Staff recommend a grant of $109,242 to fund a portion of the administration cost of VSOCC to support the day-to-day management of the current City facilities, child care programs and the early childhood development and family programs. As with the City's Community Services Grants to Neighbourhood Houses, this grant offsets the cost of core staff positions and also enables these staff to provide leadership in various initiatives including the design and development of new centres and the development of new programs/services for families living and working Downtown. VSOCC has a core budget of $573,703 and an annual operating budget for 2007/2008 of $4.7 million. VSOCC also provides a continuum of child development services for children aged three months to school age, including licensed child care, family place, preschool and various parenting programs.

Last year's grant of $107,100 was for the same purposes.

As a condition of this funding, VSOCC reports annually on its achievements with respect to accessibility, affordability, and quality programming, and on its goals and objectives for these three areas for the coming year.

See APPENDIX A for a detailed list of Proposed Goals and Objectives for 2007. APPENDIX B provides a list of 2006 Accomplishments.

Highlights of VSOCC's 2006 Accomplishments are provided below.

Accessibility: VSOCC currently operates six licensed City-owned child care facilities and one out-of-school program. All programs include children with additional support needs.

VSOCC staff have assisted in the design of three new facilities under development in the downtown area: 1188 West Pender (37 new spaces); 1451 Homer (69 new spaces); 833 Homer Street (37 spaces). Planning work, in collaboration with other service providers, is underway on the development of a possible expansion at Dorothy Lam/Elsie Roy School for a multi-program, multi-use space.

Affordability: Except for toddlers, most of VSOCC's fees are below the west side average, and in some cases below the city average. The City's Childcare Endowment Reserve Fund helps offset the costs of providing infant/toddler programs and start-up funds for the new Shaw Tower and Bayshore Centre.

While the City provides nominal lease rates and basic preventative maintenance for all facilities, service delivery costs for maintenance, utilities and salaries have increased by 20% in the past four years. Despite these increases, VSOCC has held fee increases to 2%.

VSOCC has also developed both an 'internal financial assistance program' to provide support to existing families facing hardship and a 'corporate sponsorship program' (in partnership with Gordon Neighbourhood House & the YWCA), to support children who might not otherwise be able to access our services. VSOCC provided support to approximately 18 child care families through these programs.

Quality

VSOCC is moving towards the regular evaluation of programs using a standardized tool known as the Harmes and Clifford Environmental Rating Scales as a benchmark tool. It has also implemented a Continuous Quality Improvement planning process.

2. City-Wide Childcare Support Services: Westcoast Child Care Resource Centre

Staff are recommending a grant of $264,000 to support the delivery of information, resource and referral services for families, child care providers and child care/child development programs throughout the City of Vancouver. Westcoast provides families and community with information about quality and best practise in early childhood education and child care environment, and provides training to parents, child care providers, early childhood development practitioners and others in Vancouver including parent and caregiver workshops and courses on racism and bullying prevention training and tools. The Society also offers a large child care/child development library with more than 15,000 books, periodicals, videos and other resources in several languages.

As Council approved Westcoast as the operator of #1 Kingsway, the grant will also continue to support the development process for Mount Pleasant Early Childhood Development Hub (Mount Pleasant Civic Centre, Children's Centre and satellite services) and the planning of #1 Kingsway.

The City has provided a City-Wide Childcare Support Services grant to Westcoast since 1991. Last year's grant was $261,102.

Since the City grant application was submitted, the Westcoast Board has received notification that their contract for provincial services ($800,000) will be cut from their budget as of April 30, 2007. This will result in a loss of a portion of funding to their promotional portion of the training programs, library services, information and referral, mobile lending, Bully Prevention Program. Westcoast staff and Board are currently developing a plan to manage the transition out of provincial services.

Westcoast's Board of Directors has had to respond to several provincial budget cuts and enhancements, in short notice, over the past four years. The Board and staff have demonstrated resilience and strategic thinking in order to reposition themselves to carry on with services.

Staff are recommending that this year's grant be administered in two payments, with the second instalment subject to submission of an Action Plan for 2007, demonstrating if and/or how the City services will be impacted with the provincial contract loss.

APPENDIX C lists Westcoast's 2006 Outcomes and Accomplishments. Highlights are provided below.

APPENDIX D lists Westcoast's goals and planned activities for 2007-2008

Westcoast 2006 Outcomes and Accomplishments:

Westcoast Information Services

Westcoast Information responded to calls from 900 Vancouver child care providers, parents and others regarding child care start-up and needs assessments, human resources and management issues, and other issues including multicultural, diversity, and bullying prevention. The web-based job posting service listed 200 Vancouver jobs in child care and child development.

Westcoast Library Services

Added 1,000 new resources on child care and child development, and 800 new borrowers. The service circulates 12,600 items to Vancouver users.

Westcoast Family, Information and Referral Services

Information and referral services were provided in three languages, with the demand for these services continuing to increase. 4,700 information packages were sent to Vancouver families. There has been a significant increase in parents seeking information about the child care subsidy. The Training section provided 64 workshops to 920 participants on how to choose childcare, diversity workshops for practitioners and parents, outreach training, and multicultural resources.

Westcoast's role in Mt. Pleasant

Westcoast was approved by Council as the operator for the child development centre at the new Mount Pleasant Civic Centre that will include a 49-space licensed child care facility for infants, toddlers and 3-5 year old children. In addition, two family child care programs will be available, to which Westcoast may provide support and resourcing.

Westcoast is also the lead agency in the development of the neighbourhood-based consortium, Mount Pleasant Early Childhood Development Hub. During the past year, an experienced part-time Facilitator/Coordinator was contracted to bring together consortium partners and establish a Terms of Reference for the consortium, initiate planning for the new centre and participate in the planning for the satellite service at Simon Fraser School/Mount Pleasant Park. While the centre at #1 Kingsway will not open until 2008, there are already 180 families on the waitlist.

Staff are recommending approval of a City Wide Childcare Support Services Grant of $264,000 to Westcoast, which includes funding for the development and administration of #1Kingsway Child Development Hub.

FINANCIAL IMPLICATIONS

on February 27, 2007, City Council approved the 2007 Operating Budget, which included a 2% general inflationary increase. Consequently, the 2007 budget for the Civic Childcare Grants is $1,096,800.

This report recommends $109,242 for Administration of City-owned Childcare Facilities Grant for VSOCC, and $264,000 for Westcoast for a City-wide Support Services Grant, including the development and administration for #1 Kingsway Child Development to be paid in two instalments, for a total of $ 373,242.

Program	2007 Proposed	2007 Allocated	2007 Remaining
Admin. Of City-Owned	$109,242	$109,242	0
City-Wide Support Services	$264,000	$264,000	0
Revised Enhancement	**$698,558 [1]**		**$698,558**
Program Stabilization	**$10,000[1]**		**$10,000**
Program Development	**$5,000[1]**		**$5,000**
Research and Innovation	**$10,000[1]**		**$10,000**
TOTAL	**1,096,800**	**373,242**	**723,558**

[1]To be allocated in a separate report to Council in Summer/Fall, 2007.

CONCLUSION

This report recommends approval of $373,242 of the $1,096,800 2007 Operating Budget.

- One Administration of City-owned Childcare Facilities Grant totalling $109,242.
- One City-wide Support Services Grant totalling $264,000 including the development and administration funds for the #1 Kingsway Child Development Hub, to be paid in two instalments.

This leaves $ 723,558 remaining in the 2007 Childcare Grants Funds, which will be reported later this year.

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VSOCC 2007 -GOALS ACTION PLAN

Describe the proposed goals, action plan and evaluation process for your service in 2007. Indicate how these plans will further the civic childcare objectives of quality, affordability, accessibility and coordination

Quality

- The work on the formal Quality area with senior staff time dedicated to working with program staff/supervisors to ensure quality programming, evaluation, standards and best practices are updated, developed and maintained will be well underway. This work includes developing a team made up of parents, staff & other professionals who will work with our program teams on improving quality
- We will continue to develop and offer training opportunities for staff that are based on the outcomes of program evaluations, annual work plans, staff performance reviews and best practices targets set by the agency
- We will continue to access all grants/revenue sources that are available for capital, equipment and training, as well as allocate sufficient funds for high quality program delivery
- Continue to work with the City design team on the completion of the Homer Street and Robson Street Centres
- Continue our Involvement in research projects (e.g. CHILD)
- Continue collaboration with the other service providers in the downtown core

Accessibility

- Pending CCOF decisions, we will open the Sapphire Children's Centre, creating more licensed spaces on the north side of downtown
- We are committed to further expansion of licensed child care over the next couple of years. (Concord Pacific: 69 space centre with family place, and Robson Street, 37 space centre)
- We are committed to further increasing the numbers of family support and other ECD services as resources become available to do that
- We will be delivering a number of our parenting workshops in the Coal Harbour neighbourhoods over this next year providing service to the north side of the peninsula

Coordination

- Continue to work with the team downtown to ensure planning and integration of services, including the completion of plans for the expansion at Dorothy Lam/Elsie Roy

- Further develop their partnership with the Performing Arts Lodge and to create some joint programming opportunities between the residents in the housing complex and the children in our programs

- Continue to work on the development/implementation of the Centralized Substitute Pool

- Continue to work with the Child Care Administrator's Network implementing the work plan with a focus on h/r and operating efficiencies

Affordability

- Fees will continue to remain within the range of the City Westside averages

- More formal work on our revenue generating opportunities will be completed

Deliverables tied to goals and as a result of activities.

- Bayshore Garden's Children's Centre is fully operational with final 12 licensed infant spaces open

- Sapphire Children's Centre is operational with 37 spaces

- Formal partnership with the Performing Arts Lodge is developed and some joint activities have taken place

- Next two centres are fully designed, and operational plans are developed

- Quality Assurance work plan is more fully developed, including the process for using the CQI tools, the involvement of parents, and the development of cross-function teams

- Program Standards for the preschool age programs will be completed

- At least 40 parenting workshops developed with 15% of those occurring in the Coal Harbour neighbourhoods

- Steps leading to the implementation of an ongoing centralized substitute pool are completed.

- Continue to develop and offer training opportunities for staff that are based on the outcomes of program evaluations, annual work plans, staff performance reviews and best practices targets set by the agency

Identify the other organizations that have agreed to be involved in your proposed plan.

- Downtown Planning team includes: Three Bridges Community Health Centre, YMCA, Roundhouse Community centre, Elsie Roy Elementary School, Vancouver Child Care

Resource & Referral Program, Vancouver Public Library and the Downtown Children' s Librarian, the Vancouver Supported Child Development Program, the Community schools programmer, Gordon Neighbourhood House

- Centralized Substitute Project includes: Britannia Community Centre, Westcoast Child Care Resource Centre, Frog Hollow Neighbourhood House, Collingwood Neighbourhood House, YMCA, Kiwassa Neighbourhood House

- Open Doors to Learning Project: includes Gordon Neighbourhood House and the YMCA.

VSOCC - 2006 OUTCOMES AND ACCOMPLISHMENTS

SERVICE INFORMATION

A. *Affordability:*
(e.g. How does your agency encourage participation in and access to your services for economically disadvantaged individuals/groups with the City and/or maintain fees at City average?)

Licensed Child Care

1. Our current licensed child care fee structure:
   i. part-time preschool: $48 per month (16%) below the Westside average and 5% below the City average)
   ii. group care 3-5 year olds: $ 6 per month below the Westside average
   iii. infant program: $18 per month below the Westside average
   iv. toddler program: $24 per month higher than the Westside average
   v. kinder care program: $133 per month (25%) below the Westside average. We include full day service on all professional development days, school holidays (spring break and Christmas)
   vi. school age program: $9 per month (3%) below the Westside Average. We include full day service on all professional development days, school holidays (spring break and Christmas)

2. *Our fees in most cases (exception is toddler) are below the west side average* (Westcoast Fee Survey 2006) and in some cases below the city average. In four years our fees have only increased by a total of 2% yet the costs for delivering our services have increased over 20% (increases in maintenance, utilities, and staff compensations)

3. We have developed both an 'internal financial assistance program' to provide support to existing families facing hardship) and a 'corporate sponsorship program' (in partnership with Gordon Neighbourhood House & the YWCA) to support children who might not otherwise be able to access our services. (Provided support to approximately 16 existing child care families)

Other Early Childhood Development programs

4. Our ECD programs:
   i. Family Place (drop-in) Programs: free {no charge}
   ii. The majority of our parenting workshops and courses are free (or have a small charge for childminding services which is subsidized for those families who cannot afford it)
   iii. We provide food (dinner and snacks) for our family place programs

5. Specific targeted outreach is done for families living in non-market housing or who are identified through other service providers (i.e. Community health nurses) to be 'at risk'

B. Quality
(e.g. Describe how your services solicit and incorporate consumer input from families with young children and/or plan for continuous quality improvement.)

- Applied for and received Minor Capital Grants, from the Province, for all centres, resulting in improvements on all indoor environments

- Delivery of "10 hands-on" programming workshops for our staff with topics including science, circle times. We also maintained our two full day 'in-service' professional development for all staff focusing on the areas of cultural diversity and outdoor play environments (partnership with Dr. Susan Herrington)

- Revised a number of our child care operating policy and procedures including: field trips, health policies related to new procedures from CDC, hot lunch procedures and menus, better steps on the initial registration and intake for children with special needs.

- With the help of a parent in our child care programs last year, we had revised our annual parent feedback/evaluation forms. Feedback is sought in a combination of ways: a formal written survey, an email survey and a phone survey. This past evaluation indicated that 96% of respondents were either satisfied/very satisfied with the quality in their child care programs.

- Based on the feedback from parents, and a review of previous goals and objectives; each program establishes annual goals, objectives and work plans. We use the CQI process to assist teams in planning for their programs.

- Continued to work closely with other service providers in the downtown to coordinate planning, resources and to develop high quality services. Work has resulted in a coordinated vision for the further development of 4 hubs in downtown Vancouver.

- Continue to work on our Admittance/Advancement Procedures: these are the steps for families to get on our waitlist and move through our programs. This work has resulted in some streamlining of steps/material especially during our high turn over time in the summer months (close to 200 children transitioned into and through our programs last year)

- Continued our work with 6 other agencies on the development of a model for a centralized substitute employee pool. Secured some implementation funding from MCFD and began pilot testing a joint recruitment process.

- Due to the growth of the agency, and challenges in hiring qualified managers/coordinators, we have restructured and developed program supervisor positions in all of the child care programs. This has allowed for more opportunities for career - pathing and staff growth. As a result of that change we have also eliminated one program director position and will be hiring a child care program manager.

- We have a senior management position that will focus on 'quality' -in the child care programs creating cross-function teams, and an advisory committee with parent involvement.

- Successfully negotiated a new three year collective agreement with Increased base and benefit compensation levels

- A total of 9 regular child care staff left the agency last year, 3 of those were staff not returning from mat leave, and 2 returned to school full-time. (about a 7% turnover rate)

- Our volunteer parent fundraising committee raised funds to enhance program delivery in the child care programs.

- Participated on city's committee with social planning and facilities, staff on the development of a set of technical guidelines for building new child care centres

C. *Accessibility*
(e.g. Describe how your services will continue to support the transition to the Supported Child Care approach, expand service, determine need, etc.)

- the Bayshore Children's Centres opened with 12 spaces for infants, 12 toddlers and 25 group care spaces

- construction is underway on the Sapphire Children's Centre at 1188 West Pender which will create 37 new spaces this year

- work on the final design stages for the centre at 1451 Homer is underway. This centre will add 69 new spaces

- design work on the 400 Robson Street development is underway (37 spaces)

- planning work, in collaboration with other service providers is underway on the development of an expansion at Dorothy Lam/Elsie Roy school for a multi-program, multi-use space

D. *Coordination*
(e.g. collaborative projects with community approvals)

- We have continued to work closely with our planning group downtown to ensure that we are maximizing our resources, providing coordinated information to parents and work on joint projects to better serve the downtown neighbourhoods. This work has resulted in the formal development of a vision of hubs in downtown Vancouver and we have secured some project funding to explore a joint use facility.

- Continued to work in partnership with the YMCA and Gordon Neighbourhood House on the coordinated delivery of family place drop-in programs in the West-End and

Yaletown through the Open Doors to Learning Project. Also worked closely with the Windows of Opportunity Coalition as the new United Way funded project is implemented

- Participated in the Child Care Administrators Network and currently co-chair that network. Helped facilitate a set a goals and work plan for that group.
- Participation in a number of CHILD Project research initiatives including the Outdoor Playground Study. Also involved in other research projects (i.e.: UBC School of Nursing)
- Continued work and leadership on the Centralized Substitute Workers Project
- Work collaboratively with Performing Arts Lodge, Blue tree Management and the City of Vancouver in the opening of the Bayshore Centre

WESTCOAST: 2006 OUTCOMES AND ACCOMPLISHMENTS

Westcoast Information Cluster:
Monday-Friday 9:00 a.m.-5:00 p.m. - 5.4 FTE staff

- Responds to inquiries from the child care/child development community, families and the general public regarding best practice and quality in early childhood education and child care environments. This often includes policies and procedures, program planning, indoor and outdoor play environments and equipment, training and job recruitment activities, needs assessments, resources on starting and operating programs, social policy, statistics and current research on early childhood development and practice.

- Responsible for the coordination and development of Westcoast information systems including the web-site, the library, print resources, including multilingual resources, the Westcoast Post magazine as well as promotions and communications regarding the full spectrum of Westcoast services.

2006 Activities:

- Number of inquiries: 1589 - 56 % were Vancouver based (900 calls)
- Inquirers: 62 % child care providers; 13.9% parents; 25 % other CCRR's, media, students, trainers, government, business, researchers and others.
- Topics: 10.6 %- child care start-up and needs assessments; 23.7 %- human resources and management; 18%- referrals to other services; 9.4 % employment /job search; other- child care/ child development services and resources including multicultural, diversity and bullying prevention issues.
- Publications and Communication: 3 issues of the Westcoast Post; enhancements to Westcoast website; Westcoast INFORM Guide 4th edition was revised and reissued and now includes a CD with templates for personal use as well as an appendix with resources for small business and budget tool kits. Other print resources were also developed or revised.
- Job postings, over 500, on the web-based job board listing with more than 42 % of jobs located in the City of Vancouver. This job board is a provincial service as 49 % of postings are from GVRD and 9% from the rest of BC.

Westcoast Library:
Tuesday to Saturday- 9:00 a.m. to 5:00 p.m. - 1.6 FTE staff- 2 volunteers

2006 Activities:

- Over 1000 new general and specialized child care/ child development library resources that support the development of stable, flexible quality child care and child development services added to the collection and circulated to users.

- Over 800 new borrowers were added to the database as subscribers to Westcoast services

- Circulated over 12,600 items in the City of Vancouver. This represents 63 % of the overall circulated of library materials which is approximately 20,000 annually. Circulation in the GVRD has increased over the past years, mainly due to the GVRD Mobile Lending project funded by Success by 6, Gaming and MCFD.

Westcoast Family, Information and Referral
Monday to Friday 9:00 a.m. to 5:00 p.m. - 2 FTE staff

- Responds to a wide range of telephone, email and in-person queries related to Vancouver-based child care, child development and family support services.

- A range of information is provided to inquirers- program listings, maps with locations of services, brochures and checklists to guide them in the selection of the most appropriate services to meet their needs.

- Consultations are offered regarding their particular programming needs and are provided access to child care /child development group orientation and education.

- Services are provided in several languages.

2006 Activities:

- Maintained free family information and referral services for Vancouver families in 3 languages

- Calls continued to increase- 8750 telephone, email and in person contacts, up 850 from previous year. For Jan. and Feb. 2007, calls continued to increase, with 925 contacts in January alone.

- Database updated to include approximately 688 Vancouver-based licensed, registered child care settings and more than 150 child/family programs monthly, up 88 from previous year. There was an increase in both licensed and registered (LNR) family child care.

- Conducted 7 annual child care fee and facility surveys by program type and disseminated this information. The child minding survey was added to this year's survey activities.

- A review of the data collection process for the surveys was undertaken, working with consultant Barry Forer. An online survey was piloted. It was a great success, increasing the overall participation rate and obtaining a more representative response.

- Approximately 16,500 lists of Vancouver-based licensed and/or registered child care settings and Early Child Development and family support programs were distributed. An increase of 1500 from last year (2005).

- Sent 4700 information packages to Vancouver families. An increase of 300 from last year (2005).

- Contacts regarding child care subsidy have increased from 149 in 2005 to 584 in 2006. An increase of 34 %.

Westcoast Training
Monday to Friday 9:00 a.m. to 5:00 p.m. plus evenings and Saturdays as required- 5.8 FTE staff

Westcoast Training is responsible for all training activities implemented by Westocaost Child Care Resource Centre. City funding is utilized specifically for parent orientation and educational opportunities related to child care and child development issues for Vancouver families, for multicultural, anti- racism , anti-bias and bullying prevention education and training for Vancouver-based child care and child development practitioners and families, and for outreach visits and hands-on-training for child care /child development settings.

2006 Activities:

In 2006-07, 920 Vancouver child care providers, early childhood practitioners and parents in Vancouver-based child care programs and family resources programs participated in 64 workshops. The key area of interest was bullying prevention from a diversity perspective as well as culturally appropriate, culturally responsive programming.

Types of Training	# of sessions 2006-07	# of participants
Choosing Child care: in English, Cantonese, Mandarin, Spanish in Vancouver	22	414
Diversity Workshops for Vancouver-based child care/child development practitioners and parents	4	38
Outreach and hands-on diversity training to Vancouver-based child care/ child development programs	24 (8 child care programs/ 3 sessions each)	273, including children
Multicultural, diversity resources	4 new diversity or readiness kits created and 6 kits updated	N/A
Total	64 sessions	920 participants

Mount Pleasant Child Development Hub
.5 FTE

Westcoast is facilitating the development of the neighbourhood-based Mount Pleasant Child Development Hub to:

- Deliver and integrated set of on-site and off-site services for children and families that includes licensed child care, family child care, family programs and parent/caregiver supports.
- Discuss multi-agency shared use of space for delivery of programs offered by existing service delivery agencies in the Mount Pleasant area.
- Coordinate children's services with the co-located public library and community centre.

2006 Activities:

Meetings have led to the development of a definition of a Hub, a vision statement, terms of reference for the Hub Committee and role identification for the partners has begun.

Coordination and Partnerships:

Coordination and partnerships are on-going in the delivery of services and in the development of the Mount Pleasant Child Development Hub. Partners include:

- 6 Vancouver-based neighbourhood houses
- 5 Family places
- 4 Community Centres
- Vancouver Public Library
- Pacific Immigrant Resource Society
- Mosaic
- HELP (UBC Child Project)
- Success by 6
- Ministry of Children and Family Development
- Vancouver Foundation

Numerous potential consortium partners associated with #1 Kingsway ECD Hub

Goal	Planned Activities 2007- 08	Prior Year Activities 2006 - 07	Evaluation	Addresses civic childcare objectives of:
1. Increase families' knowledge of Vancouver-based child care, child development and family support programs.	a) Maintain free family information and referral services for Vancouver families in 3 languages through **7500** telephone, e-mail and in person contacts.	a) Maintained services for Vancouver families in 3 languages through **8750** telephone, e-mail and in person contacts. **Subsidy inquiries up by 34%.**	Tracking and reporting of user stats and trends.	**Quality** by helping parents and other adult family members recognize the indicators of quality in child care and early child development programs.
	b) Update database of almost **600** Vancouver based licensed/registered child care settings and more than **150** child/family programs monthly.	b) Updated database of **688** Vancouver based licensed/registered child care settings and more than **150** child/family programs monthly **(Goal 600/150)**	Snapshot service satisfaction survey.	
	c) Conduct **6** annual child care fee/facility surveys by program type and disseminate info as required.	c) Conducted **6** annual child care fee/facility surveys **(Goal: 6)**		**Affordability and Accessibility** by ensuring families know about the child care subsidy program as well as low cost ECD and family support programs in the city.
	d) Distribute **14,000** lists of Vancouver based licensed and/or registered child care and family support programs	d) Distributed **16,500** lists of Vancouver based licensed and/or registered child care and family support programs **(Goal: 14,000)**		
	e) Mail/fax **4,000** child care/child development information packages to Vancouver families	e) Mailed/faxed **4700** child care/child development information packages to Vancouver families **(Goal: 4000)**		**Coordination** by capturing city wide and neighbourhood-based child care and ECD needs and trends
2. Increase ability of child care providers, parents and other caregivers to provide quality care for children 0 – 12 years of age.	a) Plan and deliver **10** child care, child development and other educational programs for up to **200** Vancouver child care providers and parents. Topics include areas of diversity and quality programming.	a) Delivered **10** child care, child development and other educational programs for **195** Vancouver child care providers and parents.**(Goal: participants)**	Tracking of attendance by topic area	**Quality** by ensuring child care providers and families have knowledge and skills related to providing quality care for children.

Goal	Planned Activities 2007- 08	Prior Year Activities 2006 - 07	Evaluation	Addresses civic childcare objectives of:
	b) **4** single session diversity workshops with a focus on nutrition for Vancouver based child care/child development practitioners and parents with **40** participants. c) Provide **24** outreach, hands–on diversity training and demonstration teaching sessions in **8** Vancouver-based child care/child development programs - **3** sessions each (**275** participants including children) d) Update **10** diversity kits with a focus on food and nutrition.	b) Delivered **4** single session diversity workshops for Vancouver based child care/child development practitioners and parents with **38** participants. **(Goal 4 sessions/ 40 participants)** c) Provided outreach, hands–on diversity training and demonstration teaching in **8** Vancouver-based child care/child development programs for **273** participants including children. **(Goal: 8 centres/220 participants)** d) Developed **4** new diversity or readiness kits and **6** kits updated. **(Goal: 10 kits updated or developed)**	Tracking satisfaction surveys Regular participant satisfaction surveys	
3. Increase ability of parents and other family members to identify appropriate, quality child care and ECD programs for children 0 – 12 years of age	a) Deliver **24** Choosing Child care sessions for at least **425** Vancouver parents	a) Delivered **22** Choosing Child Care sessions for **414** participants **(Goal 24 sessions/500 participants)**	Tracking of attendance and requests Regular participant satisfaction surveys	**Quality** by helping parents and other adult family members recognize the indicators of quality in child care and early child development programs. **Affordability and Accessibility** by ensuring families know about the child care subsidy program as well as low cost ECD and family support programs in the city.

Goal	Planned Activities 2007- 08	Prior Year Activities 2006 - 07	Evaluation	Addresses civic childcare objectives of:
4. Increase access of Vancouver child providers and families to quality child care and child development information and resources.	a) Respond to more than **750** Vancouver-based in person and telephone inquiries and consultations on a range of topics related to child care/child development services and resources including multicultural, diversity and bullying prevention issues.	a) Responded to almost **900** Vancouver-based in person and telephone inquiries and consultations on a range of topics related to child care/child development services and resources including multicultural, diversity and bullying prevention issues **(Goal: 750)**	Assess resource needs of Vancouver child care/child development program staff and families.	**Quality, Affordability and Accessibility** by providing quality resources to Westcoast subscribers at a nominal subscriber rate (Program staff at $20 per year; families at $5 per year for Mobile Lending with subsidies where required.)
	b) To continue to offer the web based job postings board for the child care and related community. **Goal 200** jobs posted in the City of Vancouver.	b) Posted over **500** jobs on the online job board with more than **42%** of them located in the City of Vancouver. **(Goal: 100)**		
	c) Acquire new general and specialized child care/child development library resources that support child care/child development program staff and families in providing quality care for children 0 –12 years of age.	c) Acquired 1000 new general and specialized child care/child development library resources **(Outcome is dependant on funds not provided by this grant - last year 750)**	Track borrowing rates and trends.	
	d) Add **300** Vancouver borrowers and maintain ratio of Vancouver borrowers at more than **50%**	d) Added **800** new borrowers. **63%** of items were circulated in Vancouver **(Goal: 300 new borrowers/ 50% Vancouver based)**	Regular participant satisfaction surveys	
	e) Continue to share information with the community through **three** issues of the Westcoast Post, and through the Westcoast website.	e) Published **three** issues of the Westcoast Post. Maintained the Westcoast website **(Goal: 3 issues of POST)**		**Quality** by contributing to development of high standards of care for children in Vancouver.

Goal	Planned Activities 2007- 08	Prior Year Activities 2006 - 07	Evaluation	Addresses civic childcare objectives of:
5. Participate in child care/early child development planning and development in the City of Vancouver.	a) Respond to requests for information by community members and municipal representatives on children's program trends and needs through efficient data analysis and reporting skills.	a) Responded to requests for information by community members and municipal reps. **(Goal: responsive to requests)**	Tracking and reporting of user stats and trends. Snapshot service satisfaction survey.	**Coordination** by contributing information to community and municipal government planning processes.
	b) Nurture the Mount Pleasant Child Development Hub by: **Collaborating** with community partners in community development processes. **Staffing** quarterly meetings of Mt Pleasant Child Development Hub partners. **Developing** an integrated service plan for Mt Pleasant Child Development Hub.	b) Four meetings of the Mount Pleasant Child Development Consortium have been held. Participants have discussed the definition of a Hub, a vision for the Hub, the Hub Terms of Reference and have begun to discuss the role of the partners.	Track participation in the Mt Pleasant Hub work and survey parents and partners as the hub begins to function Vision and integrated service plan articulated for Mt Pleasant Child Development Hub	**Quality** by contributing to development of high standards of care for children in Vancouver. **Quality, Accessibility, Affordability and Coordination** through leadership role in planning and delivery of high quality, affordable child care and ECD services accessible to families in Mt Pleasant neighbourhood.
	c) Continue development of the 49 space City-owned licensed child care facility for infants, toddlers and 3 – 5 year old children at #1 Kingsway including: **Work** towards completion of physical setting, philosophy, polices & procedures, parent handbook, licensing requ'mts, equipment acquisition, promotion plan, and operational planning.	c) Ground breaking held this past year. Worked on the development of policies and procedures, parent handbook, operating budget, governance structure and equipment lists.	Governance model, program philosophy, policies and wait list processes are in place	**Quality, Accessibility, Affordability and Coordination** through leadership role in planning and delivery of high quality, affordable child care and ECD services accessible to families in Mt Pleasant neighbourhood.

Goal	Planned Activities 2007- 08	Prior Year Activities 2006 - 07	Evaluation	Addresses civic childcare objectives of:
	Continue to attend discussions to support the satellite preschool and out-of-school child care program for Simon Fraser School families.	Attended 2 meetings this past year, provided support as requested from PAC Committee	Continued committee participation as required	
	Participate in City development meetings related to #1 Kingsway Civic Centre and the Mt Pleasant Child Development Hub	Participated in Program and Operations Committee meetings	Community consultation begun and then put on hold	
	Maintain waitlist and respond to inquiries regarding child care at #1 Kingsway	Responded to 180 families with applications for the waitlist for #1Kingsway child care centre.	The majority of families on the waitlist live in the Mount Pleasant area or the east side of Vancouver.	